

Advice Assistant

Purpose of role

- To support clients to access advice and information to resolve their issue(s)
- Provide assistance to advisors



What will you do?

- Support clients to complete relevant forms.
- Registering clients on our database
- Help clients to identify the information they need on the Citizens Advice public website, such as template letters
- Support clients with the interpretation and communication of the relevant information, helping them to implement advice given
- Support clients with using digital services.
- Help clients to use the telephone to access services.
- Complete online applications with clients such as benefits and blue badges
- Complete clear and accurate case records
- Book appointments and make referrals to other agencies
- Answer the telephone and reply to emails.
- Ensure reception area neat and tidy, ensuring appropriate leaflets are available.
- Keep up to date on important issues by attending the appropriate training and by essential reading.
- Attend workers' meetings.



What do you need to have?

- Understanding and ability to operate within the aims and principles of the Citizens Advice Service and its equality policies.
- Excellent communication skills.
- Be open and approachable.
- Ability to communicate clearly both orally and in writing.
- Good computer and internet skills
- Respect for views, values and cultures that are different to your own.
- A positive attitude to self-development and assessment.
- Ability to work as part of a team.
- Ability to recognise your own limits and boundaries in the role.



How much time do you need to give?

Ideally we are looking for 5 hours per week, however, we can be flexible about the time spent and how often you volunteer, so please discuss this with us. We do need volunteers to be reliable and commit to what has been agreed.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from people with physical or mental health conditions, and people from Black Asian Minority Ethnic (BAME) communities.